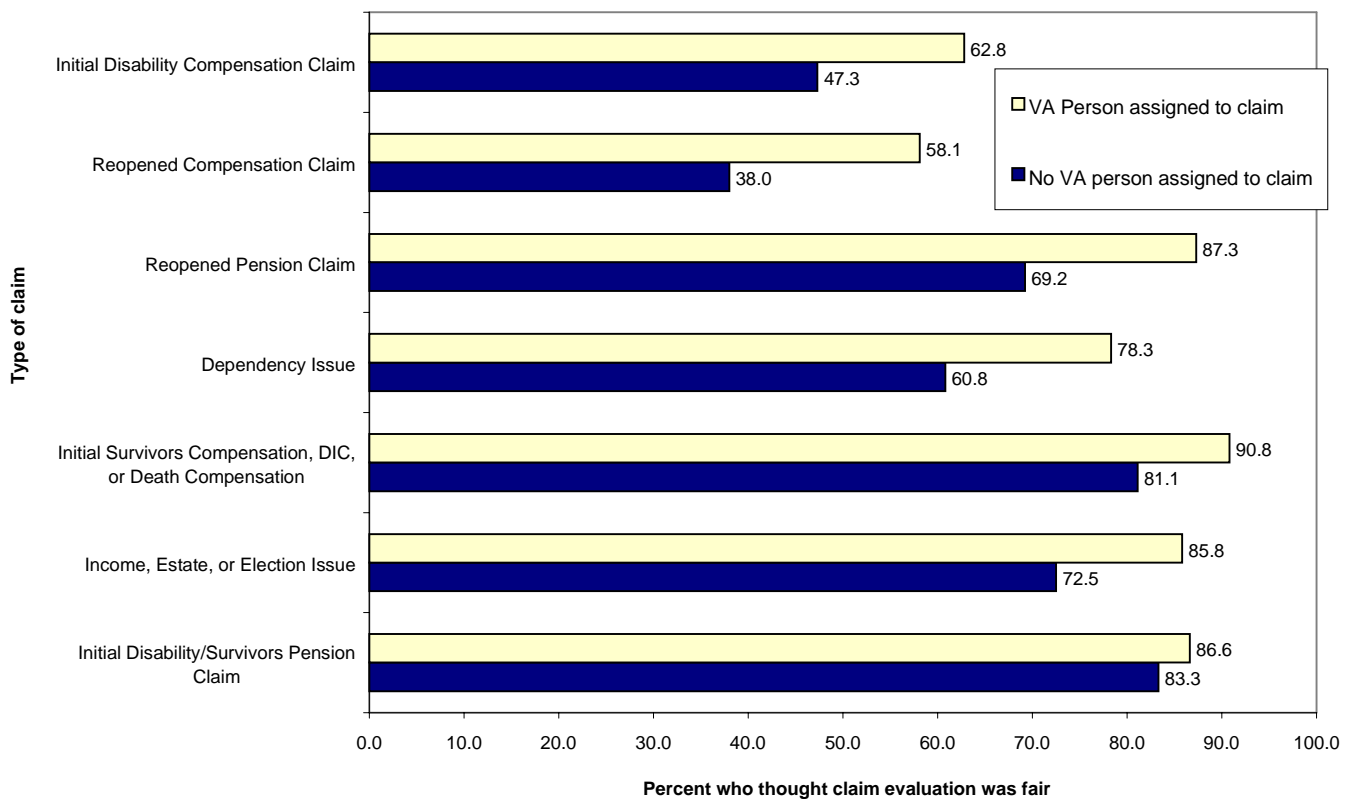


From Veterans' Perspectives: Effect of Having a VA Employee Assigned to Veterans' Cases

Data from the 1998 *Survey of Veterans' Satisfaction With the VA Compensation and Pension Claims Process* suggest that if case management initiatives are recognized by veterans during the benefit claims process, these initiatives could result in higher levels of veteran satisfaction with the process.

The chart below shows that almost 60 percent of veterans with *granted* reopened compensation claims *who felt they had a VA person assigned to them* thought their claim evaluations were fair. Only about 40 percent of veterans with the same types of claims *who did not have someone assigned to their case* thought their evaluations were fair.

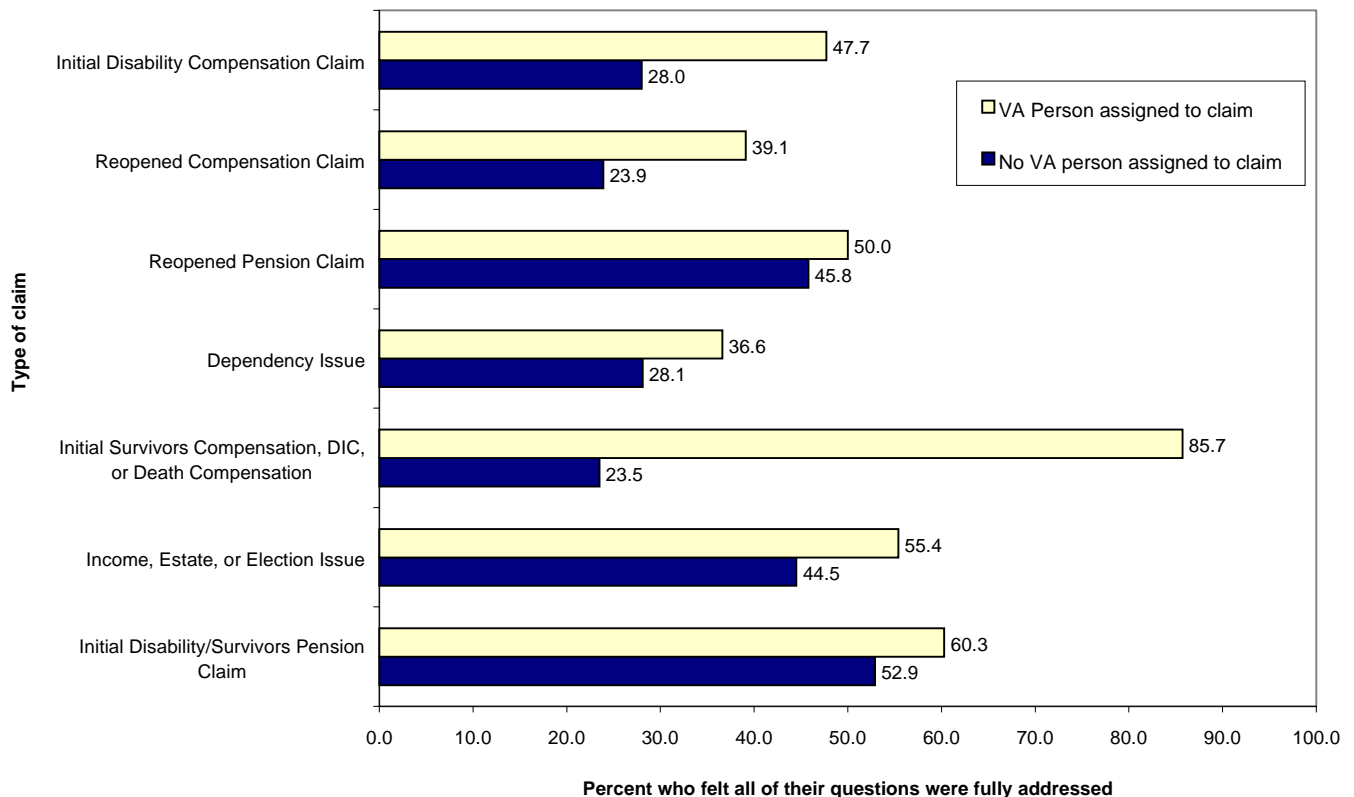
Fairness of the Claim Evaluation Among *Granted* Claimants by Whether or Not a VA Person Was Assigned to the Claim



From Veterans' Perspectives: Effect of Having a VA Employee Assigned to Veterans' Cases

Similarly, veterans with *denied* initial disability compensation claims *who said there was a VA person assigned to their case* were about 2 times more likely to have their questions fully addressed by VA than veterans who did not have someone assigned to their cases (47.7 percent versus 28.0 percent).

Fully Addressed All Questions Among *Denied* Claimants by Whether or Not a VA Person Was Assigned to the Claim



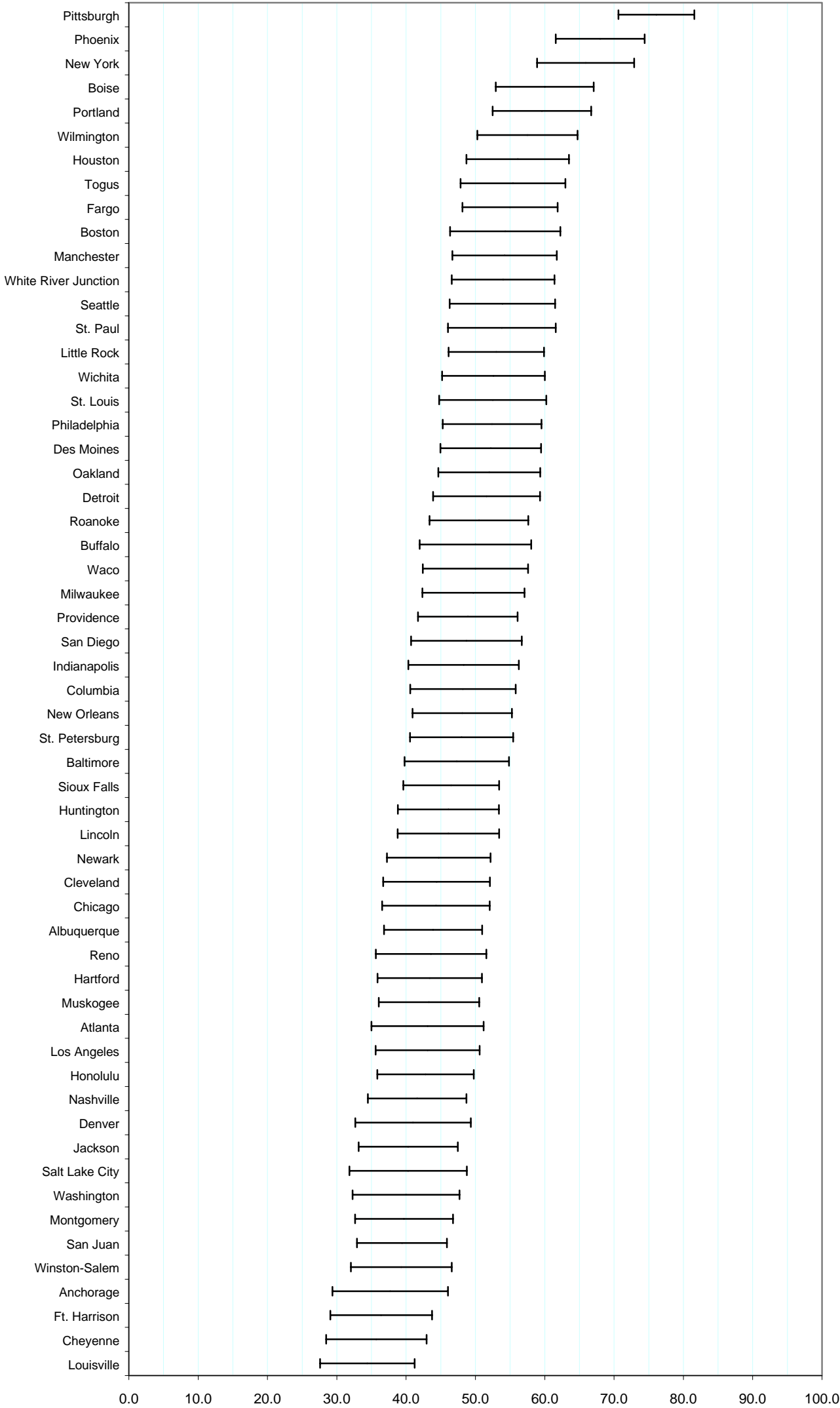
Regardless of claim status or type of claim, veterans who said there was a VA employee specifically assigned to handle their claims were, on average, 2 to 3 times more likely to be satisfied with various aspects of the claims process than those who did not think they had a person assigned to them.

Informing Veterans That a VA Person or Team is Assigned to Their Case: Best Practices Among the Regional Offices

Which regional offices have been most successful in informing veterans that there is a person or team assigned to their case? Pittsburgh, Phoenix, and New York were the stand-outs in 1998. For three years, New York has consistently had a relatively high percent of veterans who felt that a VA person/team was assigned to their particular case. Pittsburgh and Phoenix both had significant increases in this number from 1997.

The chart on the next page shows, in descending order, the percent of veterans in each regional office who said they had a person or team assigned to their claim. The statistics are displayed in terms of confidence intervals to take into account the sampling error that goes along with surveying only a portion of the entire population of veteran beneficiaries. The confidence intervals for each regional office can be interpreted as follows: 95 percent of all intervals so constructed will contain the true population percent. So, in essence, we are 95 percent confident that each regional office interval contains the true population value of the percent of veterans who feel there is a person or team assigned to their claim.

Percent Who Said They Had a VA Person or Team Assigned to Their Claim
(of Those Who Needed an Assigned Person or Team), 1998



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